Province: Municipality DC29 - Approved Schedule of Service Delivery Standards Table 2017-2018

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	
Premise based removal (Business Frequency)	
Bulk Removal (Frequency)	
Removal Bags provided(Yes/No)	
Garden refuse removal Included (Yes/No)	
Street Cleaning Frequency in CBD	
Street Cleaning Frequency in areas excluding CBD	
How soon are public areas cleaned after events (24hours/48hours/longer)	
Clearing of illegal dumping (24hours/48hours/longer)	
Recycling or environmentally friendly practices(Yes/No)	
Licenced landfill site(Yes/No)	
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Is free water available to all? (All/only to the indigent consumers)	Previously it was available to all but in 2014/15 financial year its only available to indigent consumers
Frequency of meter reading? (per month, per year)	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	6 moths period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	4 months to 6 moths maximum
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	2 hours
Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	None
What is the average minimum water flow in your municipality?	30 mega litres per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	2 hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes, for new infrastructure
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Are accounts normally calculated on actual readings? (Yes/no)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	
How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	Previously they were recuring rebate on sewer, as of 2014/15 they are not but are paying a rebated tariff or a basic charge
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	Average 2 hours
Sewer blocked pipes: Large pipes? (Hours)	4 hours
Sewer blocked pipes: Small pipes? (Hours)	Average 2 hours
Spillage clean-up? (hours)	2 hours
Replacement of manhole covers? (Hours)	0.5 hour
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	

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Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	Average 30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	
Administration	
Reaction time on enquiries and requests?	plus minus 21 days with is a one month cycle before we bill
Time to respond to a verbal customer enquiry or request? (working days)	21 days but depending on enquiry
Time to respond to a written customer enquiry or request? (working days)	within two months cycle
Time to resolve a customer enquiry or request? (working days)	one month cycle
What percentage of calls are not answered? (5%,10% or more)	less than 5%
How long does it take to respond to voice mails? (hours)	our pphones does not allow voicemails
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes on conventional system, and No since the implementation of prepaid metres an unfamiliar territory to consumers
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	One day at the main office, and on satellites its upon receiving the documents
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	There is a procurement timetable in place that is followed up by SCM every week
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	
How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
Economic development	
How many economic development projects does the municipality drive?	Enterprise iLembe is currently implementing 7 projects which are (1) Agricultural Processing Tunnels; (2) NSNP Transportation; (3) iLembe Vineyards and cooperative winery; (4) iLembe Biodiesel Processing Facility; (5) iLembe Processing Facility; (6) iLembe Broadband; and (7) Open Felds.
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	All the projects listed above are reflected in the PGDP, IDP as growth and catalytic project in the follwing seclor, Agriculture; Tourism; Manufacturing; Service; and Renewable Energy
What percentage of the projects have created sustainable job security?	Agriculture is considered to be one of the biggest employer in the District. Naturally, projects such as the Agricultural tunnels, Vineyards, Open Field and processing facility have created the most jobs. Agricultural Processing Tunnels - 55 individuals; NSNP Transportation - 40 individuals; iLembe Vineyards and cooperative winery - 51 individuals; iLembe Processsing Facility - 8 individuals; and Open Felds - 349 individuals.
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	iLembe District Municipality has established a Development Agency mandated to drive Local Economic Development and promote trade and investment promotions within the District, this agency is called Enterprise iLembe. The Agency offers support, project management, project facilitation from inception to project hand over, as well as insure that skills are transferred to the community members involved in the projects. Enterprise iLembe also sources grant funding from funding institutions such as DCOGTA, EDTEA, IDC, DBSA on behalf of the communities in need of catalytic intervention. Moreover, Enterprise iLembe pairs up the cooperatives/labourers which are already working in the projects with skilled investors to ensure that the projects are sustainable in the long run.
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes, although there are complaints around customer care